

W-01303A-07-0209



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ARIZONA CORPORATION COMMISS...

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2008 66919

Date: 3/5/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** **Last:**
Derek J. Vincent

Account Name: Derek J. Vincent

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: [REDACTED]

CBR:

State: AZ **Zip:** 85363

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: Karl Wilkins

Contact Phone: [REDACTED]

Nature of Complaint:

***** W-01303A-07-0209 *****

***** REFERRED FROM CHAIRMAN GLEASON'S OFFICE *****

Customer sent the following e-mail to Chairman Gleason -

Hello Mr. Gleason,

I say no to the fire flow improvements that are being pushed by some folks including the Mayor of Youngtown. I feel this is simply a waste of money. I could understand if this would provide some real benefit. In the Youngtown newspaper last month, the mayor made a reference to a fire where firefighters would have to spend an extra 1-2 minutes to attach a hose line to an additional hydrant to get sufficient water. Millions of dollars so firefighters can save 1-2 minutes? This is a joke and lie. It seems as though some public officials will spend all the money they can to support 'fire services', even if it is a waste. I say no. Thank you.

Derek J. Vincent

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

DOCKETED BY
AZ CORP COMMISSION

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RECEIVED

Arizona Corporation Commission
DOCKETED

MAR 6 2008

DOCKETED BY [Signature]

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Responded to customer with the following letter -

Dear Mr. Vincent:

Your letter regarding the Arizona American Water Company ("Company") rate case has been placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 3/5/2008

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DOCKET CONTROL
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